

JC/HL

28<sup>th</sup> August 2018

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**University Hospital of North Tees Communication Follow Up Report – June 2018**

Thank you for giving us the opportunity to comment on the report's findings. We welcome the feedback from Healthwatch Stockton on Tees based on the observational visits undertaken, interviews with patients and staff as well as the additional feedback that was gathered. As agreed I have distributed the report amongst colleagues for further dissemination and discussion to ensure inclusion in our continuous improvement programmes. Further it was very beneficial to have the report presented at our Patient and Carer Experience Committee.

We would like Healthwatch to consider the following responses on behalf of the trust:

- The report is gratefully received and the comments very supportive in confirming the improvements that have been made since the first report in 2017.
- The comments do reflect some areas for further improvement that we will continue to develop as part of continuous improvement programme.

In summary, we would like to reiterate our thanks to the Healthwatch team for the time invested in undertaking this important piece of work. It is extremely useful to receive feedback to enable us to improve and enhance our services and we look forward to working closely with the team in the future.

Yours Sincerely



**Julie Clennell**  
**Associate Director of Risk and Clinical Governance**  
**On behalf of North Tees and Hartlepool NHS Foundation Trust**

**Paul Garvin**  
Chairman

**Alan Foster**  
Chief Executive